

MARINA OPENING PROCEDURES:

1. Open front gate lock with combination "0450." Swing both gates wide open. Secure gates open with the drop latch on the bottom of the fence.
2. Open padlock on entrance door with padlock key. Relock padlock to the hasp. Turn on lights located on the left side entrance wall.
3. Turn on marine radio located behind the issue counter near the copy machine. Be sure the station is set to marine station "14." Turn on the "gray MAXON box to monitor the day's weather. If there is a small craft warning, immediately hoist the red flag on the flagpole. If there is a projection of "bad weather," you must use your common sense as to whether boats will be allowed to go out. Of course, if there is a storm, high winds, lightning, dense fog etc., no boats will be rented. (Prior to closure for the day, be sure to bring in the red flag and store so it can dry.)
4. Open office door with key #H15-160. If you do not have the combination to the office safe, or any other problems arise, FIRST contact Elaine Holland, using the inner-office telephone listing. If you can't get in touch with Ms. Holland, call Rob Specht, again using the inner-office phone listing. If you can't contact Ms. Holland or Mr. Specht, only then should you call Sal Impollonia, Operations Team Leader at X26100, or his cell phone at 9-598-4347. If you can't get in touch with Sal, call Diane Smith at 29232, ext. 4. Remove money drawer from safe, count and verify the \$50.00 change fund, and put cash drawer in computer cash drawer.
5. Unlock the dock boat cable with Key #1, located in the key box just inside the office door on the right. Store the cable in the "last" boat. Check oil levels in all 17' whalers. If adding oil is necessary, use key #D8-208 to access the "gas room" located on the back of the building near the handicap ramp.
6. Remove any water present in the boats using the hand pump, or the electric pump, depending on the amount of water in the boat. The hand pump is kept in the office, and has a gray tube, a red "spigot" handle, and a blue flexi-tube. The electric pump is also kept in the office. If you are not familiar with the electric pump, use ONLY the hand pump.
7. Check the DAILY WHALER BOAT RESERVATIONS sheet for any boats reserved to go out today. Verify gas tanks have been

filled, verify boats are clean and in good repair, verify equipment to be issued is available and in a clean condition.

CUSTOMER SERVICE:

1. Man the issue counter following opening procedures. Be sure to issue a DA 1992 receipt for ANY money or credit card taken. Completely fill out the DA 1992 as follows:

- a. Activity: MARINA
- b. Date: TODAY'S DATE
- c. Received of: PERSON'S NAME...No one is named cash, bait or gas!!!!!!!
- d. Amount: Clearly mark either "cash" or "check." Write the AMOUNT of the cash or check above the boxes checked. If a Mastercard transaction, put M.C. in the box along with the amount; if a Visa transaction, write Visa in the box, along with the amount.
- e. Amount (Written): Write out the amount of the transaction; i.e., for \$3.00, write the words THREE DOLLARS.
- f. For: Write EXACTLY what the receipt is for. Don't just put "gas." Put down 5 gal gas at \$1.60 per gallon
- g. Account to be credited: Most of our accounts are:
 - C-301 INVENTORY ITEMS SOLD such as bait or gas
 - C-501 SERVICES, such as selling Ice
 - C-504 Rentals of boats and equipment
 - C-267 Unearned income, if someone PAYS for a boat TODAY, that will be used TOMORROW, the account will be unearned income, C-267. Some receipts will be for more than one account. I.e., if someone rents a boat for \$25.00, and buys bait for \$5.00, the account to be credited would be C-301 = \$5.00 and C-504 = \$25.00.
- h. Sign your name on the Receive by (Signature) line.

5. Give the white copy to the customer, keep the green and yellow copies in the book.

13' and 17' BOAT RENTALS:

1. BEFORE renting a Marina boat, each OPERATOR of the boat must watch the "United States Power Squadrons Boating Course for Power & Sail." This VHS tape may be watched on site, or for a \$2.00 refundable deposit, the tape may be taken home and returned the following day.
2. After watching the tape, the customer's name, the date, and initials of the marina staff, will be entered in the green book located beside the video machine.
3. PRIOR to each rental, CHECK FOR PROPER ID. Only authorized personnel may use our facilities. Verify the customer has satisfactorily completed the safety

course video by looking their name up in the green book. If the customer is NOT listed in the book, they must first watch the video before taking any boat from the marina.

4. Customer is to fill out the HAND RECEIPT AND TRIP PLAN form down to and including the TOTAL NUMBER OF PERSONS ABOARD. The customer must then read, sign and date the RELEASE AND HOLD HARMLESS AGREEMENT.
5. Marina staff will fill in the HAND RECEIPT PORTION annotating ALL equipment issued to customer.
6. MANDATORY equipment issue per boat will be:
 - a. ONE gas tank per 13' boat; TWO gas tanks per 17'boat
 - b. One life preserver per person
 - c. One distress signal flag
 - d. One distress whistle
 - e. Paddles/oars are located on boat
 - f. Anchor is located on boat
 - g. One to two cushions issued per boat for use as a life preserver ring
7. The correct amount of money, as listed on the price board behind the issue counter, should be collected, and a DA 1992 should be filled out FOR ALL MONEY RECEIVED. The white copy will be given to the customer, leave the green and yellow copies in the book until later.
8. All money should be secured in the cash drawer until bank deposit is made.
9. Upon return of the rented boat, Marina staff will inspect the boat to ensure the boat is clean and all debris has been removed.
10. After boat inspection, and collecting all equipment issued to the customer, marina staff will initial the bottom portion of the HAND RECEIPT AND TRIP PLAN, and note any actions taken, if any.
11. File the HAND RECEIPT AND TRIP PLAN form in the office filing cabinet.

POINT OF SALE/EQUIPMENT RENTAL ITEMS

1. Bait and Tackle will be sold according to the price list located on the wall behind the issue counter. Frozen bait is stored in the freezer, and tackle is stored in the glass enclosed counter. (Account to be credited on DA 1992 is C-301.)

2. Equipment rented and ramp use will be according to the prices listed. (Account credited on DA 1992 is C-504.)
3. When pumping/selling gasoline, you MUST properly fill in the "gasoline sales log" located on the clipboard behind the issue counter. (See attached sample to correctly fill out form. (Account credited for SELLS on DA 1992 is C-301.)
 - a. Enter today's date
 - b. Enter "start meter reading" BEFORE pumping gas.
 - c. Unlock the pump handle pad lock using the key labeled "gas" located in the key box just inside the office door to the right and remove pump handle. Pull lever down to reset and start pump.
 - d. Press handle to pump required gas.
 - e. Release handle, remove nozzle from tank, push lever up and replace nozzle. Lock padlock back on pump. Replace key in key box.
 - f. Enter on form the ending meter reading, the gallons sold, and the price per gallon. Add the total sales, and sign the sheet.
 - g. If the gas is pumped for marina rental boats, enter "boat rental" in the receipt column. If the gas is pumped for customer sales, enter the DA 1992 receipt number.
4. ANY TIME MONEY IS COLLECTED, MARINA STAFF WILL COMPLETE A DA 1992. WHITE COPY WILL BE ISSUED TO THE CUSTOMER, GREEN AND YELLOW COPIES REMAIN IN THE BOOK TO BE USED FOR FINANCIAL PAPERWORK.

SUBMITTING DAILY FINANCIAL FORMS

DAILY CASHIER'S RECORD, DA FORM 4082 (See enclosed sample)

1. Print "MARINA" in the Activity block, the date of the DAR being prepared (Usually YESTERDAY'S DATE) in the date block, enter \$50.00 for the cash amount, and sign your name in the received by block.
2. For FORM ACCOUNTABILITY, Enter "DA 1992." The beginning number is the first 1992 used, and the ending number is the last 1992 used.

3. In the CASH COUNT columns, enter the correct cash count from the drawer., i.e., for ten dollars, the quantity would be 1, the denomination would be \$10.00, and the amount would be \$10.00. This count INCLUDES the \$50.00 change fund.
4. For checks, enter the number of checks received, print the word "check" in the denomination column, and the total money amount of all checks in the amount column.
5. Add all amounts in the "AMOUNT" column, and enter the number on the "Total Cash" line.
6. Enter the amount of the "Total Cash" line on the "Total cash and checks" line under the CASHIER ACCOUNTABILITY.
7. On the "Less Change Fund" line, enter the \$50.00 change fund.
8. Subtract the \$50.00 change fund from the total cash and checks, enter this number on the "Net Cash" line.
9. Enter any credit card transaction totals on the "Total Credit Cards" line.
10. "Total Cashier Accountability" is the TOTAL OF ALL CASH, CHECKS AND CREDIT CARDS.
11. "Less register accountability" is the total amount of the bank deposit.
12. The DA 1992's should equal the amount of the bank deposit. If the total amount of the bank deposit DOES NOT EQUAL THE TOTAL OF THE DA 1992's, your cash is either over or short. Enter the amount on the over(short) line.
13. YOU sign in the "Turn in By" Block. The manager signs in the "Received by" block. If the supervisor is on leave, and no one is available to sign, forward the paperwork with just your signature.
14. ANY discrepancies MUST BE noted in the remarks section. If the 1992's do not add up to the bank deposit, you must explain in the remarks section. Any necessary comments to make the entries clear, must be noted in the remarks section.

DAILY ACTIVITY REPORT

1. Enter the date in the top left line, leave the right CRV line blank.

2. Enter the total amount for POS sales on the C 301-57 line
3. Enter the total amount for boat rentals, ramp rentals, equipment rentals, etc., on the C 504-57 line.
4. Enter all unearned income from wet/dry slips on the C 267-00 line.
5. Any cash overages reflected on the Daily Cashier's Record should be entered on the C 511-57 line. Any cash shortages should be entered on the D 739-57 line.
6. The total amount of cash and checks deposited in the bank should be entered on line D 111-00
7. The total amount of credit card transactions should be entered on line d 110-00
8. Total of all money: cash, checks, AND credit cards should be entered on the TOTAL DEPOSITS (ALL SOURCES) LINE
9. Enter YOUR name in the prepared by and date block. Give to supervisor for signing and forwarding.
10. Fill out the deposit slip, and make sure the money is deposited into the bank.

THE DAR PACKET

1. After completing the DA FORM 4082 (Daily Cashier's Record), and the Daily Activity Report (DAR), run copies for the office files.
2. Make or arrange for a bank deposit. AFTER the bank deposit has been made, put the packet together for processing.
3. Staple together the original Cashier's Record, the original DAR, the green copies of the 1992's, the yellow copy of any credit card transactions, the white copy of the "batch-out," and the blue and pink copies of the deposit slip.
4. Put this packet in a shotgun envelope and address to "Helga, Bldg 286." Give shotgun to daily courier.
5. Staple together copies of the Cashier's Record, DAR, yellow slips of the batch process, and yellow copy of bank deposit. File this packet in the office files.

CLOSING PROCEDURES:

1. Ensure ALL boats have returned for the day. Boats should be returned and docked one hour before Marina closure. If all boats have not returned, it will be necessary to use the Marina Patrol Boat for "rescue."
2. After all boats have returned, or at approximately 4:30, lock boats with the cable. Put the cable through the rail on the 17' whalers and through the steering wheel on the 13' whalers.
3. Make sure ALL boat gas tanks are filled, not just the number needed for the next day's rentals. ALL TANKS MUST BE FILLED PRIOR TO CLOSING. Be sure to maintain the gas log anytime gas is pumped.
- 4, Make sure gas tank pump is locked, gas room is locked with all tanks inside, and the red flag has been taken down if hoisted.
4. Perform the "batch out" process AT THE END OF EACH DAY!!!! To batch out:
 - a. Press #9 on the terminal. Terminal will read "enter super #."
 - b. Enter 5611 and "enter"
 - c. Screen will read 0=deposit 1=INQ
 - d. Press "0" and then enter. Batch will run.
 - e. Tear off batch receipt and store in cash drawer to be used in DAR preparation the next day.
6. Shut down all radios, turn off the power to the marine radio, shut down the computer and secure all money in the office safe. Lock "fence" door, lock office door and turn off lights. Secure front door with padlock.

Operations Team Leader
Technician

Facility